

About Account

Logging in to Tencent Cloud

Product Documentation



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Last updated : 2024-12-05 10:29:10

Introduction

This document describes how to log in to Tencent Cloud after signing up for an account.

Note:

All the Tencent Cloud accounts mentioned herein are root accounts. If you want to log in to Tencent Cloud with a sub-account, please do so as instructed in CAM > [Logging in as a Sub-User](#).

The login methods supported by Tencent Cloud accounts include email login and Google account login.

The following will describe in detail how to log in to Tencent Cloud using an email address or Google account.

Directions

Logging in with an Email Address

1. Go to [Tencent Cloud](#) and click **Log In** in the top-right corner of the homepage.
2. Enter the email address and password set when you signed up for your Tencent Cloud account and click **Sign In** to log in to Tencent Cloud.

Logging in with a Google Account

1. Go to [Tencent Cloud](#) and click **Log In** in the top-right corner of the homepage.
2. Select **Sign in with Google**.
3. Log in to your Google account using your email address or phone number. Once the Google account is successfully logged in, you can log in to Tencent Cloud.

Having Trouble with Login?

We are sorry for the inconvenience. You can refer to relevant documentation to locate and resolve the issues.

Below are common issues users encounter when logging in to their Tencent Cloud accounts. It is recommended to refer to the documentation to locate and resolve the issues.

Forgot the password.

If your account can be logged in via email, refer to [Resetting Your Login Password](#).

If you forgot your Google account password, go to the respective platform to reset the password.

Your account has login protection enabled, but the verification device for login protection is unavailable.

Refer to [Login Protection FAQs](#).